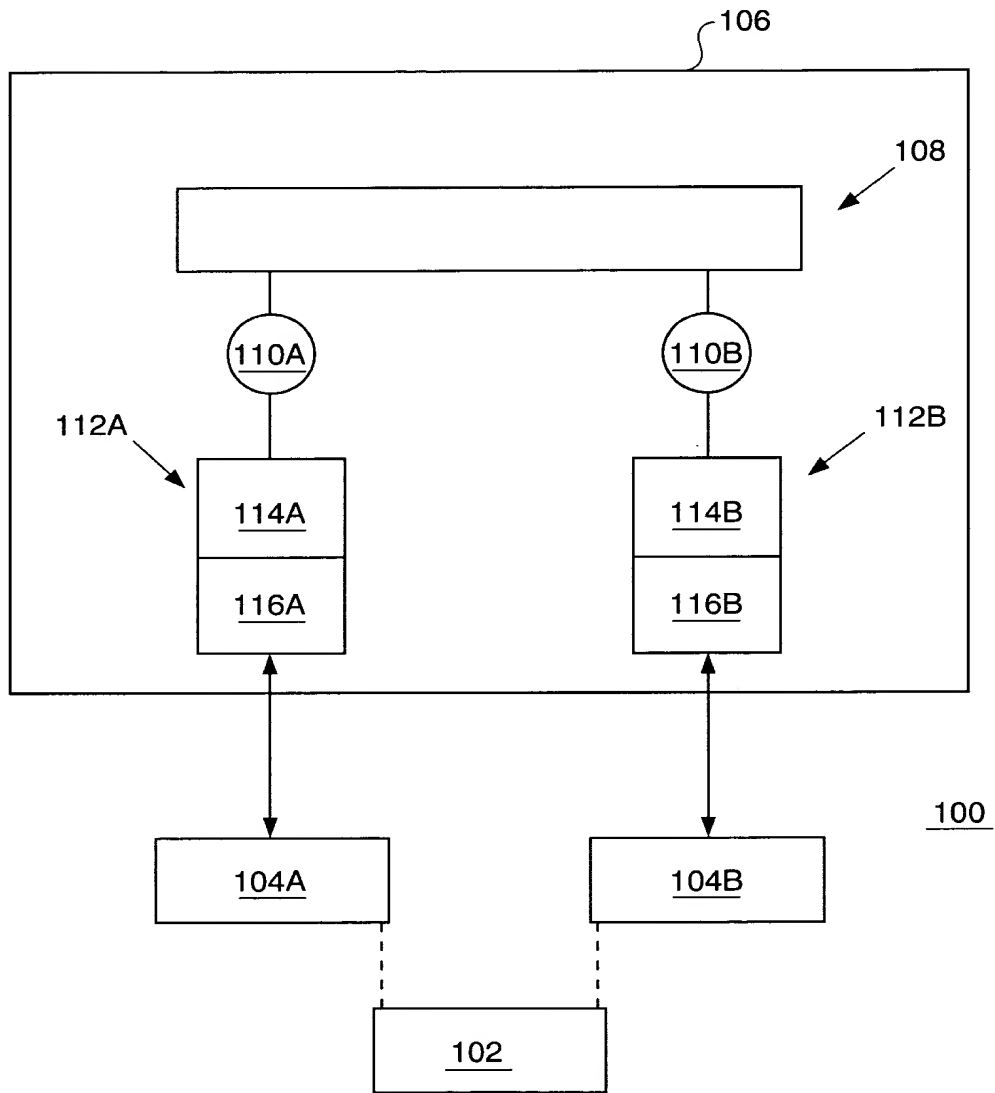




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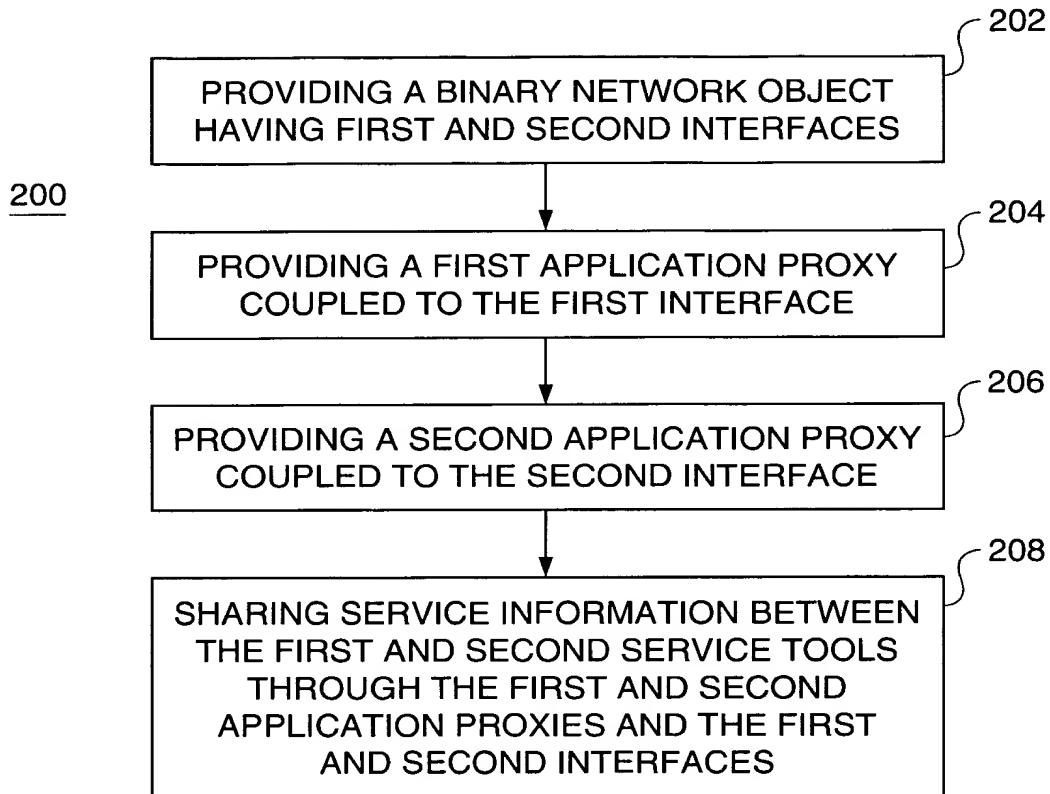
FIG. 1





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FIG. 2



"REPLACEMENT SHEET"

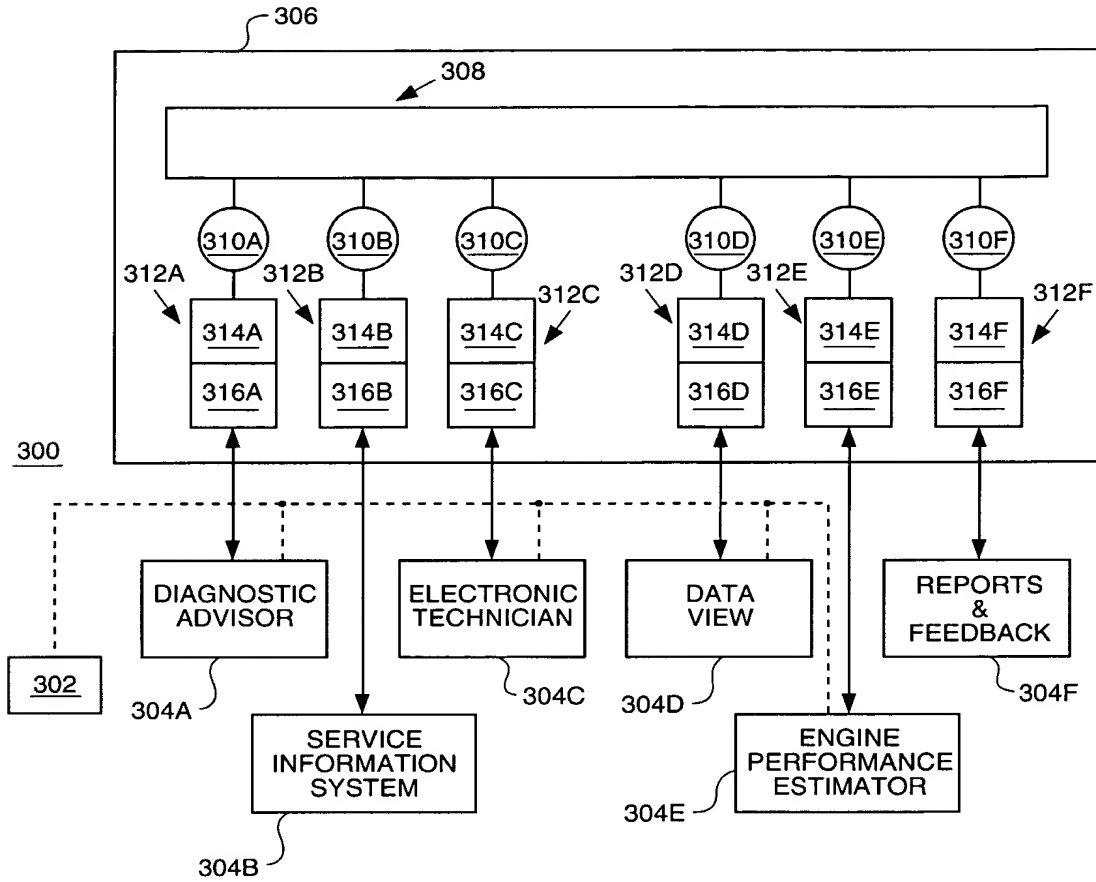
Title: SYSTEM AND METHOD FOR PERFORMING SERVICE OPERATIONS

Inventor: Brian P. Anderson Atty. Docket No.: 00-442



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FIG. 3.



"REPLACEMENT SHEET"

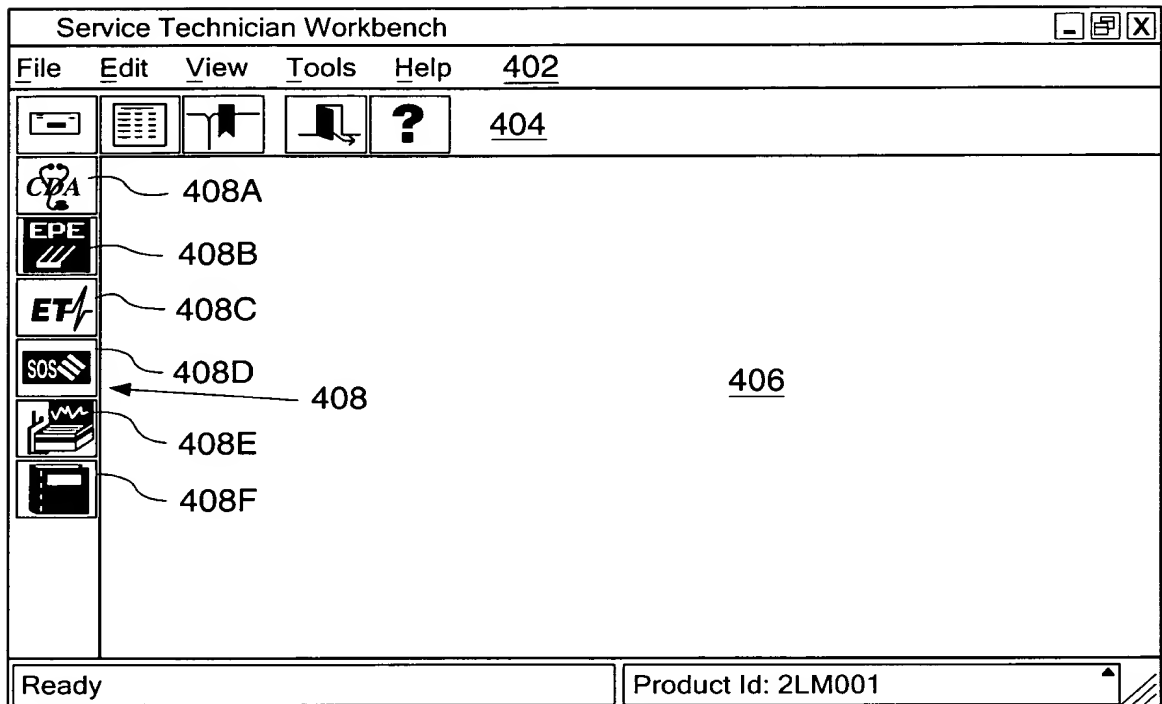
Title: SYSTEM AND METHOD FOR PERFORMING SERVICE
OPERATIONS

Inventor: Brian P. Anderson Atty. Docket No.: 00-442



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FIG. 4



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